

M O D B I K E S

- ELECTRIC BIKES DESIGNED IN AUSTIN TX -

M O D *City* +

USER GUIDE



WARNING! SERIOUS INJURY OR DAMAGE CAN OCCUR WITH USING THIS PRODUCT. DO NOT ATTEMPT TO ASSEMBLE AND USE THIS PRODUCT WITHOUT READING AND UNDERSTANDING THE ASSEMBLY GUIDE AND THIS USER MANUAL FIRST!

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Welcome To The MOD SQUAD!

You're just a few steps away from your first ride! Before you head off, please read the Assembly Guide and this User Manual. This manual contains information to ensure you have a better and safer experience and get more life and fun out of your **MOD BIKES** E-bike. We have included links [\(like this\)](#) to make sure you have quick access to information.

To make things easy, we labeled the information in this Guide as follows:



Notice: Information that can help improve your product enjoyment or avoid damage or improper use



Caution: Indication for a potentially hazardous situation that can cause minor to moderate damage or injury



Warning: Indication for a potentially hazardous situation that can cause serious damage, injury or even death



Danger: Indication for a potentially hazardous situation that if not avoided has a very high risk of serious damage, injury or even death



Environmental Note:
Tip's or information to help our planet



Tech Tips:
General tip's and recommendations from the MOD Team

Do not attempt to operate your **MOD BIKES** E-bike until you have adequate knowledge of its control and operation. You assume the risk of riding the E-bikes and having the applicable knowledge and skills. Damage to your E-bikes caused by failing to follow instructions is not covered under warranty. Failure to read and understand instructions and warnings specific to this product could result in dangerous situations, accidents, damage to the electric E-bike, damage to property, injury to you and others, or death.

Safety

Riding any kind of E-bike involves risks and can result in damages, injuries, and even death. By riding an E-bike, including any **MOD BIKES** products, you assume the inherent risks of using such products. We cannot predict every situation or condition that can occur while riding and **MOD BIKES** makes no representations about the safe use of its E-bikes. There are risks associated with the use of any E-bike that cannot be predicted or avoided and are the sole responsibility of the rider. You and any user assume such risks and are responsible for your **MOD BIKES**, as well as your safety, so please read these instructions and ride carefully.

- For safe riding, make sure you choose an E-bike that is appropriate for your height and weight, ([See personal fit guide](#)) and that you set up the E-bike correctly for your size and length (arm and leg length and reach). For E-bike setup, see the [Assembly Instruction Manual](#) for your E-bike.
- Always wear a helmet, make sure that it is the right size for you, that it fits snugly, and that you buckle it when riding. You should not wear a helmet if you or your children are doing other activities that could be a strangulation hazard, like playgrounds and tree climbing.
- Wear protective clothing and equipment that fits your riding level and terrain.
- Turn on your lights and wear bright and/or reflective clothing when riding in dark or low-visibility conditions. Keep in mind that you will be significantly more visible if you wear bright and reflective clothing.
- Read the full [battery and charger instructions](#). For Electric bikes, such details are important to keep your battery performance optimal and avoid potential fire, damage, injury, or other related risks.
- When riding, be aware of your surroundings, pedestrians, motor vehicles, and other cyclists.
- Keep your **MOD BIKES** E-bike maintained and in good working order. For more information, see the [maintenance section](#). Checking parts and keeping up with maintenance can prevent problems or breaks which could result in damage, injury, or even death.
- Be courteous to other riders, and be sure to comply with all traffic laws, rules and regulations.
- Follow all applicable rules and regulations for your E-bike where you are riding. In addition to general E-bike laws, there may be specific e-bike laws. Different locales have different rules.
- You are responsible and assume the risk for any changes you make to your **MOD BIKES** e-bike or for any accessories you install on your e-bike. **MOD BIKES** is not responsible for any injury or damage to you and your property or others and their property from such changes or accessories.
- **MOD BIKES** are marked with speed and weight limitations. Please note that exceeding these limits is done at your own risk and could result in injury or damage.
- Wet conditions impair traction, braking, and visibility for cyclists and other motor vehicles on the road. During wet conditions, the risk of an accident is significantly higher. Be aware of the risks and ride with extra care.

- Do not attempt to perform jumps, stunts, or any other tricks that are outside the parameters of this means of transport and your abilities.



NOTICE: Regulations for electric E-bikes and scooters vary by region and are constantly being updated. Check with your local authorities to find out how to use your e-bike in your area. Another great resource is People for E-bikes' [electric E-bike guide](#).



NOTICE: This guide may not include the most recent updates. You can always find our latest guide online at www.qrcode/modmanual. We will not send out notices of updated materials, so you should check online materials every once in a while.



NOTICE: MOD BIKES is not liable for accidents, injuries, or product malfunctions that occur as a result of unauthorized changes, modifications, or tampering with any part of the original product. **MOD BIKES** reserves the right to deny warranty claims for altered or improperly maintained products.

Assembling your E-bikes

Your E-bike will be partially assembled by our technicians upon arrival.

NOTE: We strongly recommend you get your MOD BIKES E-bike professionally assembled and tuned before your first ride.

If you do decide to assemble and tune your E-bike yourself, please scan the QR code below or visit www.grco.de/modmanual for your MOD BIKES Assembly Guide. Detailed assembly instructions and video tutorials can be found there. Or, as an alternative, you can order a printed Assembly Guide by contacting our Support team [here](#).



WARNING: We highly recommend getting your E-bikes assembled by a professional E-bike mechanic. **MOD BIKES** is not liable for accidents, injuries, damage, or product malfunctions of products not assembled by a professional.



NOTICE: All product manuals, instructions, and warnings ("Product Content") can be accessed via the QR code above or by visiting www.grco.de/modmanual. Or, as an alternative, you can order printed Product Content by contacting our Support team [here](#). You must read and understand your specific Product Content before assembly and use of your MOD BIKES E-bike.

Battery & Charger Safety

All MOD BIKES E-bikes use batteries containing high-quality lithium-ion cells and a smart battery management system (BMS), for long-lasting, rechargeable energy. The battery can be unlocked using the key provided, removed from the E-bikes, and charged separately.

Remember to lock the battery once it is installed back on the E-bikes.

Please use the instructions below for the proper use of your battery and charger.

- To charge your battery, connect your 48V charger to your battery charging port. Then connect the charger plug to your home power outlet.
- The indicator LED on the charger is green when it is not charging. When charging, the indicator LED will shine red. Once charging is complete, the light will turn green.
- When the light indicates that charging is complete, unplug the charger from the battery and the outlet. **WARNING:** Never leave the charger connected to the battery once charging is complete.
- MOD BIKES batteries do not have the memory effect, they can be briefly charged at any time regardless of their level of charge without negative impact.
- If you plan on storing your E-bikes for 25 days or longer without usage, we recommend leaving the battery charged to 50%, storing the battery either empty or full can cause irreparable damage.
- The single charge range is affected by many different factors. There is no way to determine the exact range for your MOD BIKES E-bike, but there are several ways to increase the range and performance of your E-bike:
 - Adjust the system preference to your needs.
 - Pedal utilizing pedal assist.
 - Don't overload the weight of your E-bike.
 - Moving from a complete stop requires a lot of battery power – use the pedals to give that extra push when starting, then ride at a steady safe speed.
 - Keep your tires inflated to the recommended pressure(psi) marked on the sidewall of each tire.
 - Charge your battery until full before each ride.
 - Take care of your E-bike and keep it well-maintained.



DANGER: Failure to follow these battery-specific instructions and improper battery care and maintenance can lead to an explosion or fire, potentially resulting in serious injury, damage, or even death! If your battery or charging system is smoking or you smell a burning scent, stop charging or using it immediately and move the system to an outdoor area away from any structures or combustible materials.

Battery & Charger Safety

- Only use your original MOD BIKES charger and battery.
- Your MOD BIKES battery and charger may get hot when charging. Do not charge the battery without supervision.
- Unplug the charger after charging is complete.
- Keep your battery well protected. Store it at temperatures between **32°F** and **115°F**. Do not charge or store your battery in extreme temperatures or wet environments.
- Do not charge your battery if damaged or punctured. Contact customer support immediately.
- If the battery is damaged due to an accident, stop using it immediately; hazardous acidic liquid leakage may occur. If any liquid leaks onto your skin, rinse the affected area with water and seek medical help immediately.
- Do not charge or use your electronic system if there is rust, corrosion, or other damage in the components.
- Do not open the battery pack.
- If the charger indicator light flashes when plugged into the battery, do not use it, and contact MOD BIKES for assistance.



DANGER: Failure to follow these battery-specific instructions and improper battery care and maintenance can lead to an explosion or fire, potentially resulting in serious injury, damage, or even death! If your battery or charging system is smoking or you smell a burning scent, stop charging or using it immediately and move the system to an outdoor area away from any structures or combustible materials.



ENVIRONMENTAL: End-of-service life can occur when the battery no longer charges. This occurs on average after approximately 1000 charging cycles. When your battery has reached the end of its service life, recycle or dispose of it properly. Contact your local waste disposal or environmental agency for advice on disposing of lithium-ion batteries. If you need a replacement please visit the **MOD BIKES** store [here](#).



TECH TIP: Your E-bike wants to be ridden! Storing it for long periods without using it can cause a decline in the battery's performance and even loss of battery life.



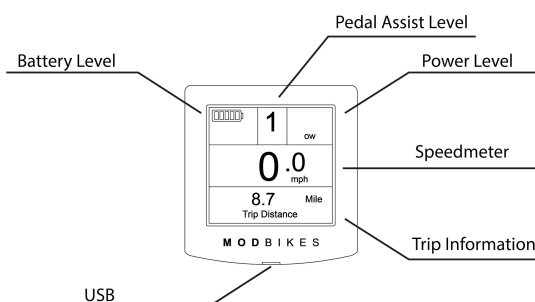
WARNING: Always charge your E-bike's battery with the original **MOD BIKES** charger and the right voltage (48V). Using a different charger can cause a fire or explosion, potentially resulting in serious injury, damage, or even death! Only use **MOD BIKES** provided materials!

Display & Control Panel - Basic

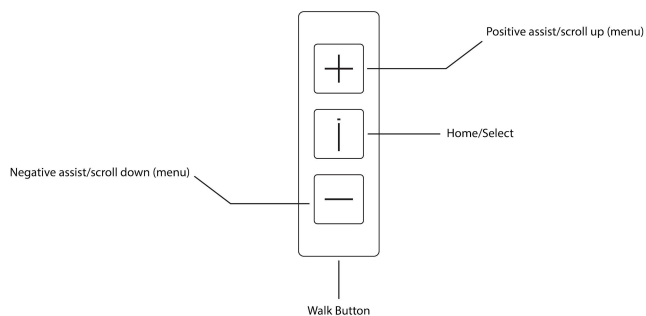
Your MOD BIKES E-bike has a smart LCD Display and remote with unique features for a better riding experience.

Information and Controls

- Battery Level Display
- Speedometer
- Pedal Assist Level
- Motor Power Output
- Trip Computer Information Display
- USB



- **+** - Up
- **i** - enter/save/exit
- **-** - down
- **Walk**



Basic operation

- To power your E-bike on or off, hold down the “**i**” button for 2 seconds.
- In case your Display arrives locked with a 4-digit passcode, the default passcode is **1212**.
- To switch the lights on or off, hold down the “**+**” button for 2 seconds.
- To change the pedal assist level, tap the “**+**” and “**-**” buttons. 0 indicates no assist whereas 5 indicates the maximum.
- Tap the “**i**” button to move between the odometer and the trip info.
- The walk button, located at the bottom of the controls, allows you to receive assistance from the motor while walking. Press and hold to activate motor assistance. The motor assist maxes out at 2 mph and will only work while the button is pressed. This can be helpful when walking ramps or other inclines.

Attention: Got an error message? Please visit our help center [here](#) or contact our Support team [here](#) for assistance.



ENVIRONMENTAL: To conserve battery power, your **MOD BIKES** display will automatically turn off after 10 minutes of inactivity. To turn the system on again, just hold the “**i**” button and the system will reboot.

Display and Control Panel - Advance

Holding the “+” and “-” button simultaneously for 2 seconds will bring you to the settings menu. Some factory settings for your specific product should not be changed (as noted below). These settings improve the riding experience and optimal use of the battery. Your display includes the following settings:

- **Clear Trip:** Allows the user to reset the trip computer. To clear the trip, select YES on this menu
- **Set Unit:** Sets imperial or metric units. Set metric for kilometers and imperial for miles.
- **Wheel Diameter:** Inputs programmed wheel diameter for accurate speed results. This has been accurately set by our mechanics, changing this setting will cause inaccurate readings and could result in damage to components.
- **Speed Limit:** You can adjust the max speed of your MOD BIKE up to 28 mph. If you feel more comfortable with your E-bike at lower speeds, i.e. 20 mph, you can lower the speed limit of the motor by pressing the “-” button until your desired max speed.
- **Set Voltage:** Defines the battery indicator levels (Manufacturer default; Do not adjust. Doing so will show incorrect battery life on Display) The correct factory default should read as follows: 40.0, 42.0, 44.0, 46.0, 48.0.
- **Set Power:** Increase the number of pedal assist options and how much power each level uses. There are 8 pedal assist range settings. Each setting has a different amount of assist level that can be adjusted by percentages (from 0% to 100%).
- **Set Current:** The default setting is 17A. Adjust for increased or reduced acceleration response. The higher the number, the faster the motor accelerates. **NOTE:** Do not exceed 17A, doing so will drain your battery sooner than if set to the proper settings.
- **Assistant Number:** Programs the pedal assist sensor for accurate response (Manufacturer default; Do not adjust)
- **Speed Sensor:** Programs the speed sensors for accurate results (Manufacturer default; Do not adjust, doing so will result in incorrect speed and could result in error codes damaging the electrical components)
- **Set PIN:** When enabled, your MOD BIKE electric system will be locked until the user enters the correct pin. To set the PIN, enter the default PIN of 1212 by pressing the “+” button to increase the number in the highlighted field and the “i” button to move to the next field. When on the fourth field, press the “i” button to confirm. Can be disabled or changed from the menu.
- **Exit:** To exit the menu, hold the “i” button for 2 seconds. **NOTE:** If the display shows the home screen, this action will power off the display.



WARNING: For your safety and convenience, we recommend not altering or changing any setting designated as “Manufacturer Default.” Doing so could create issues and dangers that could result in damage, injury, and even death.



ENVIRONMENTAL: To extend your range and battery life, we recommend setting your current between 12-14A



NOTICE: The battery level indicator on the Display and the battery pack use different metering systems resulting in slightly different battery levels when compared. Please refer to the indicator on the battery for the most accurate battery level reading.

Personal Fit Guide

Every MOD BIKE is designed to be your mode of transportation. You will want to make sure that the E-bike fits you properly.

MOD Berlin rider height and weight recommendations

Min height: 5'4"/163cm

Max height: 6'5"/195cm

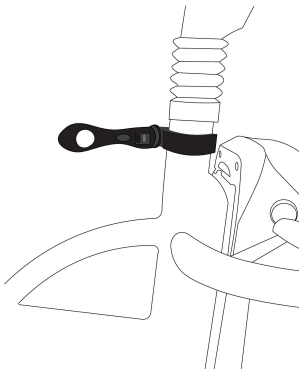
Max weight: 265 lbs/120 kg (rider+cargo)

Seat Height:

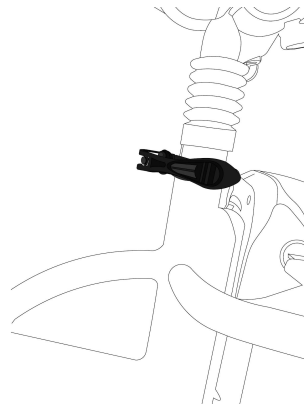
For beginners, we recommend being able to sit on the seat and have nearly flat feet on the ground with knees bent when on the pedal at the lowest crank position. For more experienced riders, we recommend the seat be set at about hip height. This should allow you to sit on the seat and have an extended foot in a tiptoe position with legs almost straight when on the pedal at the lowest crank position.

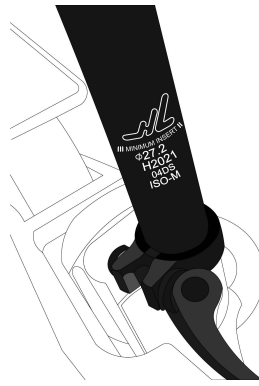
You can adjust the height of your seat by releasing the seat post quick release lever (see more detailed instructions about using the Quick Release lever in the [Assembly Instruction Manual](#)) and then adjusting to your required height; re-tightening and locking the quick release lever to secure the position. If the seat is too high on its lower setting, please contact us for a standard seat post without suspension that allows the seat to lower an additional 2 inches.

Open:



Closed:



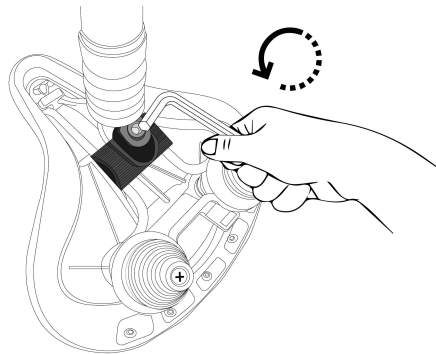


WARNING: Raising the seat above the maximum height engraved on the seat post can cause the frame to crack or break leading to serious injury.

Seat angle and position:

All MOD BIKES seats can be moved up and down as well as tilted forward and backward to fit your preferred riding position.

To adjust the tilt of the saddle use a 6mm Allen key and slightly loosen the Seat Clamp Bolt located underneath the seat. Now you can adjust the seat to your desired position and tighten the bolt to secure it in place.

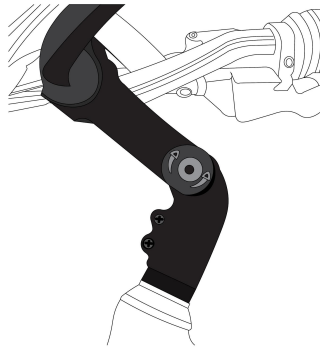


WARNING: Regularly make sure the Seat Clamp Bolt is properly tightened. Riding with a loose Seat Clamp Bolt can cause the seat to loosen resulting in loss of control or even the Seat Clamp Bolt to break, potentially resulting in damage, serious injury, or even death.

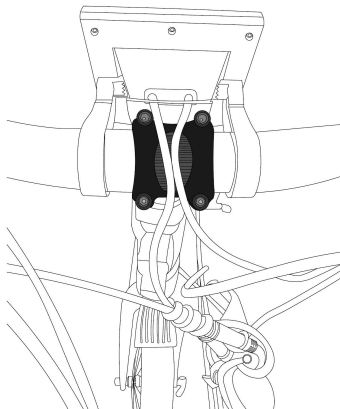
Handlebar Safety

We recommend all riders prioritize a comfortable riding position for optimal control. This means there are different positions for all body types, shapes, and riders. You should be able to sit up in a comfortable position, reach the handlebar with a slight bend in your elbows, and be able to smoothly control the E-bike through corners and turns.

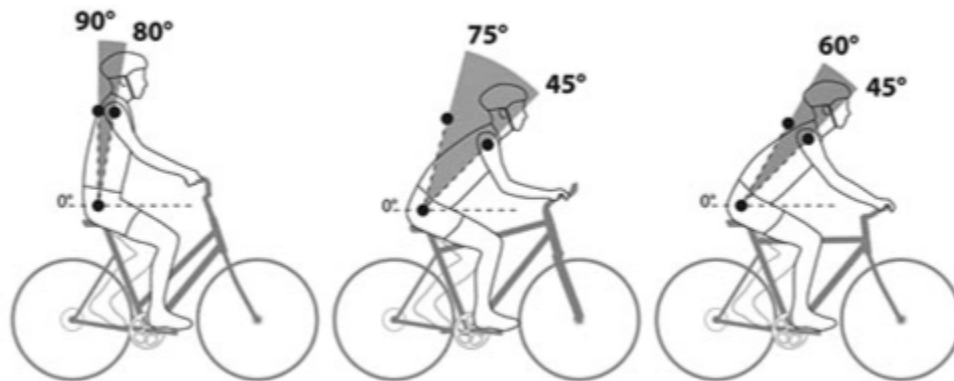
To raise or lower the handlebar, the stem adjustment will change the angle of the stem (see image below). To adjust the position of the stem, slightly loosen (but don't remove) the stem adjustment bolt located at the side of the stem. Adjust the stem angle to change the height to your preference and re-tighten the stem adjustment bolt (18.5Nm).



To change the angle of the handlebar, loosen (but don't remove) the 4 faceplate bolts securing the handlebar to the stem (in the middle of the handlebar - see the image below). Then adjust the handlebar angle to your desired riding position and re-tighten the bolts (7Nm).



Here are images of different riding positions, followed by usages for each one.



The riders above are showing the different body positions that you can experience on MOD BIKES.

Most riders of the MOD City +, Easy, and Groove will desire to be in the position of the rider within the 80° - 90° range.

Most riders of the MOD Berlin will desire to be in the position of the rider within the 45° - 75° range.

Most riders of the MOD Black will desire to be in the position of the rider within the 45° - 60° range.

NOTE: Though these are the common body positions of each E-bike, the most important thing is that you can reach all the E-bike components (handlebar, pedals, brake levers, shifter, etc.) and can safely start, stop, and control the E-bike. As detailed above, as long as your E-bike frame is generally the right size for your body size, you can adjust rider position by adjusting the Stem and Handlebar height and orientation.

Carrying Children or Cargo

Using your MOD BIKES E-Bike to carry cargo, children or pets can be very cool and practical but does change the riding forces and risks. You must understand your E-bike's max weight capacity and the risks involved. The rider assumes responsibility for all risks of transporting additional cargo.

Using the sidecar and/or carrying any additional weight will cause the battery to deplete at a faster rate as well as cause extra wear on the E-bike components.

Weight limit

The total E-bike weight limit listed below is the total weight capacity that can be carried on the E-bike including all passengers and cargo:

- Total Bike max weight capacity - 265 lbs
- Rear rack max weight capacity - 55 lbs
- Front Snap-On accessory max weight capacity - 44 lbs
- Bike towing capacity - 200 lbs



WARNING: Exceeding the maximum weight limit can result in a product failure, serious injury, or death. The rider assumes all risks of riding with additional cargo. Do not exceed the maximum weight listed on your cargo accessories (basket, bag, etc.)



WARNING: When adding weight to different locations on the E-bike can cause changes in performance. This can result in but is not limited to, longer braking distances, extended slowing down time, prolonged stopping responsiveness, steering and balance difficulty, as well as other challenges unique to each rider, which could result in falls, injury, or even death. The rider assumes all risks of riding with additional cargo.

Carrying Cargo on MOD BIKES

- Adding additional weight to the front or rear of your E-bike can affect the E-bike's maneuverability; practice riding with cargo by incrementally increasing the amount of weight added, making sure you are comfortable with the increased weight.
- Ensure cargo is properly secured to your cargo accessories (basket, bag, etc.) using a cargo net, rope, bungee cord, or other strap.

Carrying a child on MOD BIKES

- MOD BIKES are designed to carry up to one rider and up to two children (one in the front and one in the rear) as long as the combined weight of all passengers is less than the maximum weight capacity listed above and each child is in an approved child seat.
 - As noted above, adding any weight or individuals to the E-bike will affect how the E-bike handles and performs thereby potentially increasing the risk of damage, injury, or even death
 - Use caution when adding any passengers or weight to the E-bike outside of the primary rider.
- Use caution when adding any passengers or weight to the E-bikes outside of the primary rider.
 - Authorized child seats for MOD BIKES **only**.
- When installing these child carriers make sure to follow the manufacturer's installation instructions. If the child seat attachment does not appear to be safely or securely attached to the E-bike, do not use it as a functioning seat. Please contact us, the manufacturer of the attachment, or seek assistance at a qualified E-bike shop to ensure that the child seat is properly attached.



DANGER: Do not leave children on the seat while your E-bike is resting on the kickstand or leaning against anything unattended (i.e., do not leave your E-bike unattended or without at least one hand securing it while there is a child in a seat attached). The kickstand is designed to only hold the weight of the E-bike. Leaving a child on the kickstand can cause the E-bike to tip over, and result in serious injury or death.



DANGER: When coming to a stop, turn your E-bike off before removing the child to avoid activating the motor accidentally. Keeping your E-bike on can result in unwanted acceleration, potentially resulting in damage, serious injury, or death.

Carrying children or cargo with the MOD Easy Sidecar / Universal Side Basket.

- Using the sidecar or side basket as well as carrying any additional weight will cause the battery to deplete at a faster rate, resulting in wear on the E-bike components.



WARNING: Movement of cargo items or passengers during riding can destabilize the E-bikes and cause a fall, potentially resulting in damage, injury, and even death. To avoid this, general cargo should be secured tightly, and living creatures should be secured tightly as well as outfitted with the proper protective safety gear. The rider assumes all risks of carrying cargo.

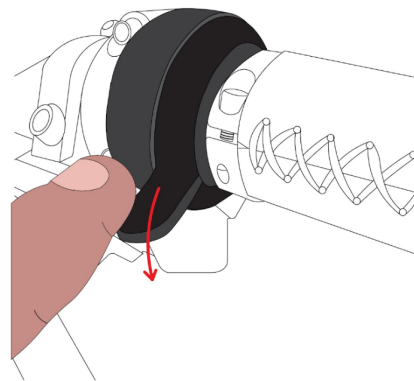
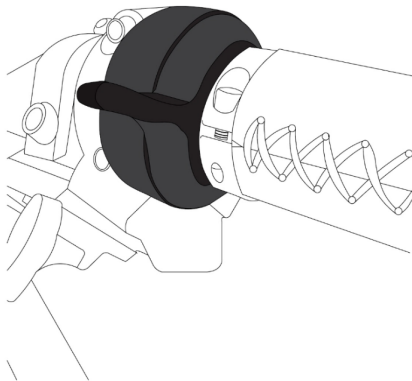


WARNING: Pets tend to move unexpectedly. They have even been known to try jumping out of moving apparatuses, such as E-bike baskets, trailers, seats, sidecars, etc. It is important to the safety of the riders and pets, that the pet is restrained appropriately in the sidecar. A moving pet is not only a risk for the pet itself but can cause danger to the rider. The rider assumes all risks of riding with a pet, in the sidecar, or otherwise.

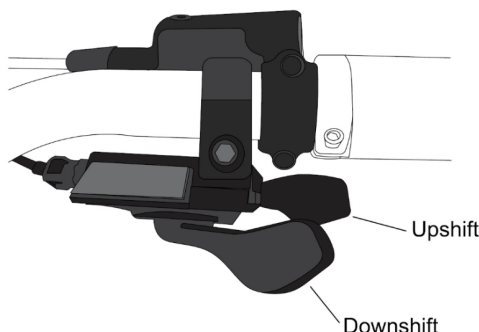
First Use

Ready to get out there and ride? Here are a few things to keep in mind before you get moving. Make sure you read this User Guide carefully and make sure your battery is fully charged before riding. Let's get moving!

1. Charge your battery using the MOD BIKES charger provided. The charger light is red when charging and turns green when fully charged.
2. Connect the battery by sliding the battery into place, and secure the battery by locking the battery itself or the battery door using your MOD BIKES key.
3. Go over the safety checklist in the [maintenance section](#) before every ride.
4. Adjust the seat and handlebars as described in the [personal fit section](#).
5. Turn the display on by holding the “i” button on the control panel.
6. Turn the lights on by holding the “+” button on the control panel.
7. Adjust your pedal assist level by pressing the “+” and “-“ buttons:
 - a. 0 means no pedal assist, which means that the motor will not provide propulsion to the rider, and the E-bike will function as an analog E-bike.
 - b. 1 is the lowest pedal assist, there will be only a slight amount of assistance from the motor.
 - c. The pedal assist level is increased to the parameters of your settings with each numerical increment on your display.
8. This MOD BIKES model allows you to use the throttle for maximum speed without having to pedal. The throttle is located on the right-hand side of the handlebars. The throttle works similarly to a throttle found on a motorcycle or scooter - by turning the throttle towards you (counter-clockwise from the outside of the handlebar) you accelerate and let the throttle back or turn away (clockwise from the outside of the handlebar) you will slow down/decelerate. The amount of throttle is dependent on the rotation of the throttle. If you turn the throttle slightly you will have a small boost and if you rotate the throttle down you will have a large boost.



9. Ride using pedal assist, the throttle, or both, or pedal to use your e-bike as a regular E-bike. No matter how you choose to ride, ride safely.
10. Shift gears using your shifter with your right hand. 1 is your lowest gear; utilize lower gears when climbing steep inclines and carrying more weight. 7 is your highest gear; utilize higher gears when descending, and riding on flatter terrain. **NOTE:** Lower gears when it's harder to pedal, higher gears when pedaling becomes too easy. Ensure you only shift gears while pedaling to avoid snapping your chain. As you press the downshift lever you will see the indicator on the shifter descend numerically. As you press the upshift lever you will see the indicator ascend numerically.



11. Using the right-side brake lever you will slow down utilizing the rear disc brake and using the left-side brake lever will utilize the front disc brake. We recommend gently using both brakes in tandem when braking; or with more pressure on the rear lever than the front. Make sure to learn how your brake system works and how to use it properly. Do not use just the front brake!



WARNING: Riding at full throttle requires experience and appropriate safety equipment.



WARNING: Do not use just the front brake or apply the front brake quickly as that could cause the rear wheel to rise, resulting in loss of control, and/or flipping the E-bike over the handlebars resulting in damage, serious injury, and even death.



WARNING: Careful applying the brakes quickly or heavily as that could cause the wheels to lock up and the E-bike to slide, resulting in loss of control, damage, serious injury, and even death.



TECH TIP: Get to know the MOD BIKES display and its unique features! Check out the [Display and Control panel section](#)



ENVIRONMENTAL: Did you know that, on average, 50% of car trips can be replaced with rides on an e-bike? By choosing an E-bike over a car, you're reducing fossil-fuel usage and pollution, and doing your part to ensure we can all live on a greener and healthier planet.

Maintenance

MOD BIKES are built to be your long-lasting partner in mobility. The key to keeping your E-bikes working properly and safely is proper maintenance, which involves three stages.

1. Before every ride (or every 30 miles):

- Do a quick visual inspection of your MOD BIKES to make sure everything is in place, nothing is bent or broken, there are no loose bolts or parts, and the E-bike and components are in good working order.
- Check the frame and fork for cracks or other imperfections that might indicate damage.
- Check your folding parts are secured (if applicable).
- Check brakes to make sure they are properly working.
- Check lights to make sure they are working.
- Check tire pressure according to the recommended pressure (psi) marked on the sidewall of the tire.
- Check that the seat post, wheel quick-release skewers, and nuts are fully tightened.
- When you begin to ride, and before every ride, you should test the brakes, steering, and shifting to make sure everything is in good working order. If things are not working correctly, do not ride, fix things first!

2. Once a month (or every 150 miles):

- Do a quick visual inspection of your MOD BIKES to make sure everything is in place. Make sure there are no loose bolts or nuts, nothing is bent or broken, and the E-bike and components are in good working order.
- Check tire pressure according to the recommended pressure (psi) marked on the sidewall of the tire.
- Check stem and fork screws to make sure they are tightened.

3. Every 6 months (or every 500 miles, whichever comes first):

- Take your E-bike in for professional servicing. A full inspection and tune-up are critical at this point in usage.

If you ever have a technical question about your E-bike, be sure to check out our Help Center [here](#) for troubleshooting guides and FAQs or contact our Support team [here](#).



CAUTION: If your MOD BIKES has any issues do not ride until you have those issues checked and, if necessary, repaired.



WARNING: DO NOT grease any of the following: brakes, tires, batteries, or electric components.



WARNING: MOD BIKES is not liable for accidents, injuries, or product malfunctions resulting from lack of maintenance or neglect.



WARNING: MOD BIKES are water resistant, in that they can withstand a small amount of water while riding in the rain. If the E-bike does get wet, after your ride and in a dry environment, make sure to remove the battery and dry off as many parts as possible.



TECH TIP: To clean your MOD BIKES, wipe them down with a damp towel. Do not use pressurized water to clean the E-bikes as this can cause damage to the components, electrical and other, of the E-bike. Make sure that the E-bike is dry before each use to prevent damage - using electrical systems when water is in them can cause failure and damage.

Storage

Your MOD BIKES should be stored in a cool dry place, the best situation if possible is to store the E-bike in an air-conditioned space between 32°F and 115°F. It is best to remove the battery from the E-bike when storing it for an extended period (over 30 days of storage). If the E-bike will not be used for some time, make sure to store the battery with half of a charge. This will prevent the battery cells from failing prematurely.



WARNING: DO NOT store the E-bike in a moist environment and/or near chemicals; including pool chemicals, pesticides, oils, etc. Doing so could cause corrosion or degradation of E-bike parts.

Warranty

Your MOD BIKES warranty is subject to change at any time, please go to www.mod-bikes.com/pages/warranty to view the current warranty.

The MOD BIKES warranty covers your E-bike from defects in material and workmanship under normal use and service for the following timelines from the date of purchase:

- Frame – 5 years
- Fork and Suspension – 18 months
- Electric system – Motor, Battery, Display – 18 months
- Drivetrain – 12 months

The warranty is only valid to the original owner, with evidence of purchase from the retailer, and limited to the repair or replacement of the applicable parts listed above. The warranty only covers MOD BIKES and components purchased through an authorized MOD BIKES dealer, as to and by the original purchaser, and is contingent upon mandatory service and maintenance. The warranty does not cover any caused by violation of these instructions and warnings, improper maintenance, neglect, negligence, or damage caused by accidents.

The warranty DOES NOT Cover:

- Water damage, corrosion, or rust
- Damage/failure due to accidents
- Damage/failure caused by tampering or use of unauthorized parts or accessories
- Damages/failure caused due to exceeding the weight capacity of the product
- Damage/failure due to exposure to the elements
- Misuse
- Neglect
- Modifications of components
- Normal wear and tear
- Bikes used for commercial purposes
- Damage due to exposure to the elements



CAUTION: Avoid riding your MOD BIKES in heavy rain or near salt water, as it can cause corrosion and rust and/or damage electrical systems. The warranty does not cover damage caused by water.

MOD BIKES limited warranty claims will be approved only upon presentation of the original sale receipt and form of ID, as well as a review of the E-bike to confirm the damage was not caused by a breach of terms. We reserve the right to deny any warranty claims if the customer has not completed the mandatory tune-up/maintenance every 6 months or 500 miles, whichever comes first.

Return Policy

The MOD BIKES return policy is subject to change at any time, please go to <https://mod-bikes.com/policies/refund-policy> to view the current return policy.

- All eligible returns must have a receipt of purchase.
- After receiving the E-bike/item, you have 14 days to notify us regarding a refund or exchange. We do not accept returns or exchanges after 14 days of receiving the E-bike/item.
- The customer will be responsible for securely packing the E-bike/item in the same manner they were received.
- If needed, we will send you a shipping label and schedule a pick-up for returns or exchanges.
- The E-bike must be in the original box, and securely packed.
- The E-bike must be in the same condition you received it, without any damage.
- Damaged E-bikes will not be accepted, and the customer will be responsible for any damages incurred during shipping due to improper packing. If the E-bike is returned with damages the customer is responsible and will incur a 25% restocking fee for the E-bike.
- Once we receive and inspect the E-bike, we will send an email notifying you that we received the items and will proceed with processing the refund or exchange.
- Pre-orders can be canceled and fully refunded at any point before receiving the order, and up to 14 days after receiving the item according to our return policy.
- Used E-bikes/items are not eligible for returns or exchanges.
- It is within MOD BIKES' discretion to accept or deny the return or exchange of items.
- Refunds can take up to 14 days to process once a returned E-bike is received and approved for a refund.
- MOD BIKES reserves the right to charge returns a 25% restocking fee.
- All claims for damages should be made to our MOD Support Department by submitting a report [here](#) immediately upon receipt of damaged goods. MOD BIKES reserves the right to deny claims that are made after 7 days from the purchase date, as well as to any products that have been altered, modified, or otherwise tampered with.

NEED HELP?

[Help Center](#)

[Contact Us](#)

If you find any mistakes or have any suggestions for improving this document,
please report [here](#)